

OP B.1  
**DELTA POLICE BOARD**  
**OPEN MEETING AGENDA**



**Date** 2024-10-16  
**Time** 09:00 AM  
**Location** North Delta Public Safety Building - 11375 84<sup>th</sup> Avenue

<b>A. CALL TO ORDER</b>	<b>Land Acknowledgment:</b> This meeting is taking place on the shared, traditional, ancestral, and unceded territories of the scáwaθan (Tsaawwassen), xʷməθkʷəy̓əm (Musqueam), and other Coast Salish Peoples. We extend our appreciation to these First Nations for the opportunity to hold this meeting here today.	
<b>B. ADOPTIONS</b> ■	1. Adoption of the Open Agenda - October 16, 2024 2. Adoption of the Open Minutes - September 18, 2024	A A
<b>C. PRESENTATIONS &amp; DELEGATIONS</b>	1. No Presentations 2. No Delegations	 
<b>D. CONSENT AGENDA</b> ■	1. Action Document 2. Crime Statistics and Maps - September 2024 3. Communications Report - 2024 Q3 4. Events Calendar 5. DPD News Releases 6. Compliments for the DPD Team 7. Remembrance Day Ceremonies 8. Updated 2024 Police Board Meeting Calendar 9. BCAPB Conference Save the Date 10. Code of Conduct and Conflict of Interest Review and Compliance	               A     
<b>E. REPORTS &amp; PRIORITY ITEMS</b>	1. Chief's Reports a. Chief Constable Monthly Activity Report September 2024 ■ b. Community Safety & Well-Being Plan (CSWP) KPI's 2024 Q3 ■ c. Halloween 2024 ■ d. Community Navigator Updates ■ 2. BCAPB Updates	       A 
<b>F. NEW BUSINESS</b>	1. Any additional items as requested	
<b>G. CONTINUE MEETING IN PRIVATE</b>	In accordance with the <i>Police Act (S.69(2))</i> , a portion of a meeting may be held in private if any of the following are expected to arise: a) a matter concerning public security, the disclosure of which could reasonably be expected to seriously impair effective policing or law enforcement; b) a matter concerning a person's financial or personal affairs, if the person's interest in the matter outweighs the public's interest in the matter; c) a matter concerning labour contract discussions, labour management relations, layoffs or another personnel matter; d) a matter concerning information that a person has requested he or she be allowed to give in private to the Board or committee	
<b>H. ADJOURNMENT</b>	Motion to adjourn the Open Meeting.	

■ = Attachment  
 I = Information Only  
 A = Action, Approval or Decision Required

## OP B.1

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The next meeting of the Delta Police Board will take place on December 11, 2024.

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OP B.2  
**DELTA POLICE BOARD**  
**OPEN MEETING MINUTES**



**Date** 2024-06-19  
**Time** 09:00 AM  
**Location** North Delta Centre for the Arts - 11425 84<sup>th</sup> Avenue

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*Minutes of the Open Meeting held Wednesday, September 18, 2024 at 9:00am at North Delta Centre for the Arts, 11425 84<sup>th</sup> Avenue, Delta, British Columbia.*

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**PRESENT**

Ian Tait, Chair  
Warren Dean Flandez, Vice-Chair  
Lara Victoria  
Nikhil Pandey  
Lori Mayhew  
Councillor Daniel Boisvert

Guy Leeson, Acting Chief Constable  
Harj Sidhu, Deputy Chief  
Michelle Davey, Deputy Chief  
Jassie Ram, Corporate Services Manager  
Volker Helmuth, Legal & Risk Management Manager  
Tracie Nunes, Board Secretary

**REGRETS**

Sharan Oberoi, Chief Laura Cassidy

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**A. CALL TO ORDER**

Meeting called to order at 9:20am.  
The Chair began the meeting with the Indigenous land acknowledgement.

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**B. ADOPTIONS**

**1. Adoption of the Open Agenda of September 18, 2024**

***MOVED/SECONDED***

THAT the Delta Police Board approve the Open Agenda of September 18, 2024, as presented.

Discussion ensued regarding moving an item from the private agenda to the open agenda.

Ms. Victoria provided a detailed statement explaining her reasons for moving the item into the private agenda.

***MOVED***

*THAT the Delta Police Board move Private Item E.4c into the public agenda.*

A point of order was raised, noting that as the motion had not yet been seconded and voted on, the content of the private agenda item could not be discussed in the open session.

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## OP B.2

***The above noted motion failed to receive a second and was subsequently dropped.***

The Board proceeded to vote on the original motion:

*THAT the Delta Police Board approve the Open Agenda of September 18, 2024, as presented.*

***In favour - 5; Opposed - 1  
CARRIED***

### **2. Adoption of the Open Minutes of June 19, 2024.**

#### **MOVED/SECONDED**

*THAT the Delta Police Board approve the minutes of the Open Meeting June 19, 2024.*

***CARRIED UNANIMOUSLY***

Ms. Victoria requested an amendment to the motion passed at the June 19, 2024 meeting regarding the approval of the May 15, 2024 meeting minutes, raising a concern about a bolded word. It was clarified that the bolded word was highlighted to reflect an amendment to the May draft minutes, which had been circulated in the June agenda package for approval. The amendment was noted in the updated motion, and the motion to approve the amended May minutes was carried unanimously. The final version intended for submission to the Province does not include the word "also" in bold.

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## **C. PRESENTATIONS & DELEGATIONS**

### **1. Welcome New Board Members - Lori Mayhew & Nikhil Pandey**

Chair Ian Tait introduced and extended an official welcome to Lori Mayhew and Nikhil Pandey as new members of the Delta Police Board.

### **2. No Delegations**

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## **D. CONSENT AGENDA**

1. Action Document
2. Crime Statistics and Maps - May 2024
3. Finance Report - 2024 Q2
4. Communications Report - 2024 Q2
5. Police Board Events Calendar
6. DPD News Releases
7. Compliments for the DPD Team
8. Delta Community Foundation Donation

#### **MOVED/SECONDED**

*THAT the Delta Police Board receive items D.1 to D.8 for information and approve where required.*

***CARRIED UNANIMOUSLY***

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## **E. REPORTS & PRIORITY ITEMS**

### **1. Chief's Reports**

a. Crime Severity Index 2023

Chief Leeson updated that Delta's CSI score for 2023 is slightly higher than 2022, which can be attributed to two homicides. Despite this fact, Delta's CSI is still significantly lower than provincial and national average.

b. DPD's A/S/Sgt Gary Koonar Receives Top 40 Under 40 Award

Chief Leeson updated the Board on IACP Top 40 Under 40 Award that has been awarded to A/S/Sgt Gary Kooner.

c. Community Safety & Well-Being Plan (CSWP) Updates

i. 2024 Annual Business Plan Mid-Year Progress Report

Chief Leeson updated the Board that there are 24 projects that make up DPD's Annual Business Plan (APB) and all projects are on track to be completed by the end of 2024. A detailed year-end report will follow the ABP in the first quarter of 2025.

ii. KPIs 2024 Q2

Chief Leeson informed the Board that the trends are consistent with those observed in previous quarterly reports.

d. 2024 Student Police Academy

Chief Leeson informed the Board that this year marked the 20<sup>th</sup> anniversary of the Student Police Academy program and thanks to the generous support of the Delta Police Foundation, this class size increased from 24 to 32 students.

**Item E.1 received for information.**

## 2. Board Compliance Matrix

**MOVED/SECONDED**

*THAT the Delta Police Board add the Compliance Checklist review as an annual item to their workplan.*

**CARRIED UNANIMOUSLY**

**Action:** Staff to add Board Legislative Responsibilities Compliance Matrix review to Board Workplan.

## 3. 2025 Police Board Meeting Calendar

**MOVED/SECONDED**

*THAT the Delta Police Board approve the 2025 Police Board Meeting calendar as presented.*

**CARRIED UNANIMOUSLY**

## 4. Strategic Planning

**MOVED/SECONDED**

*THAT the Delta Police Board postpone strategic planning until the appointment of the new Chief Constable and upon appointment have the new Chief Constable present a strategic planning framework.*

**CARRIED UNANIMOUSLY**

**5. BCAPB Updates**

Ms. Victoria provided updates for information, noting that the BCAPB AGM and Conference is scheduled to take place in Delta from May 7-9, 2025.

**Item E.5 received for information.**

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**F. NEW BUSINESS**

1. **No New Business.**
- 

**G. CONTINUE MEETING IN PRIVATE**

In accordance with the *Police Act (S.69(2))*, a portion of a meeting may be held in private if any of the following are expected to arise:

- a) a matter concerning public security, the disclosure of which could reasonably be expected to seriously impair effective policing or law enforcement;
- b) a matter concerning a person's financial or personal affairs, if the person's interest in the matter outweighs the public's interest in the matter;
- c) a matter concerning labour contract discussions, labour management relations, layoffs or another personnel matter;
- d) a matter concerning information that a person has requested he or she be allowed to give in private to the Board or committee

**MOVED/SECONDED**

*THAT the Delta Police Board continue the meeting in Private.*

**CARRIED UNANIMOUSLY**

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**H. ADJOURNMENT**

Delta Police Board Open Meeting adjourned at 9:43am.

The next meeting of the Delta Police Board will take place on October 16, 2024.

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<hr/> <p>Ian Tait <b>Chair</b></p> <hr/>	<hr/> <p>Tracie Nunes <b>Recording Secretary</b></p> <hr/>
<p><b>Date</b></p>	<p><b>Date</b></p>



# DELTA POLICE BOARD OPEN MEETING ACTION DOCUMENT

Blue	On hold - (action may or may not have been taken)
Gray	Complete (will be removed after one circulation)
Green	In progress

ACTION ITEM	Meeting Date	Assigned to	Status
<b>D.1b Chief's Reports - E-Comm Sustainable Funding: Implementing a Cell Phone Levy</b> Bring back cell phone levy matter for updates in 2024 Q4 following provincial elections.	June 19, 2024	Staff	On hold
<b>D.1d Chief's Reports - CSWP: Community Navigator Updates</b> Report back on data relating to officer time saving and program outcomes.	June 19, 2024	Chief/Staff	Complete - in Oct agenda package.
<b>D.1d Chief's Reports - CSWP: Community Navigator Updates</b> Draft a letter to the Province advocating for implementation of necessary services and resources.	June 19, 2024	Staff	To be drafted and disseminated following Board receipt of above report and following elections.
<b>E.2 Board Compliance Matrix</b> Add Board Legislative Responsibilities Compliance Matrix review to Board Workplan	September 18, 2024	Staff	Completed

# Monthly Police Board Statistics Report

## September 2024



Crime Type	Aug-24	Sep-24	Sep 3YR AVG	YTD 2023	YTD 2024	YTD 3YR AVG	Trend	YTD % Change 3YR Avg
<b>Person Offences</b>								
Homicide	0	0	0	0	0	1	▼	-100%
Attempted Homicide	0	0	0	1	0	1	▼	-100%
Sexual Assault (Level I)	6	7	3	47	53	43	▲	23%
Sexual Assault (Level II, Level III)	0	5	1	19	21	15	▲	40%
Total Assaults (Common, Weapon, Aggravated)	40	35	30	349	299	287	▲	4%
Robbery	4	4	2	27	26	21	▲	24%
Violent Offences - Other	2	0	2	18	13	20	▼	-35%
Person Offences - Other	38	42	27	355	320	301	▲	6%
<b>Total Person Offences</b>	<b>87</b>	<b>91</b>	<b>64</b>	<b>793</b>	<b>711</b>	<b>671</b>	▲	6%
<b>Property Offences</b>								
Break & Enter - Commercial	6	4	13	78	69	87	▼	-21%
Break & Enter - Residential	6	5	8	78	65	91	▼	-29%
Theft of Vehicle	4	7	12	79	64	77	▼	-17%
Theft from Vehicle	13	19	53	407	244	504	▼	-52%
Theft Over/Under \$5000	88	83	86	832	829	754	▲	10%
Mischief to Property Over/Under \$5000	26	41	48	441	355	449	▼	-21%
<b>Total Property Offences</b>	<b>188</b>	<b>206</b>	<b>267</b>	<b>2368</b>	<b>2094</b>	<b>2361</b>	▼	-11%
<b>Traffic Offences</b>								
Fatal MVI	0	0	0	3	0	2	▼	-100%
Collisions (All)	96	104	109	981	928	926	▶	0%
<b>Other Offences</b>								
Intimate Partner Violence	11	13	11	140	122	107	▲	14%
Youth (*Excludes Traffic Offences)	1	3	5	52	34	49	▼	-31%
Weapon Violations	2	4	4	44	24	64	▼	-63%
Cybercrime	56	54	54	602	578	527	▲	10%
False Alarms (Dispatched)	24	25	38	305	245	410	▼	-40%
<b>TOTAL CALLS FOR SERVICE</b>	<b>2,257</b>	<b>2,094</b>	<b>2,409</b>	<b>23,261</b>	<b>18,485</b>	<b>22,734</b>	▼	-19%

# TFN (Zone 3) Statistics Report

## September 2024



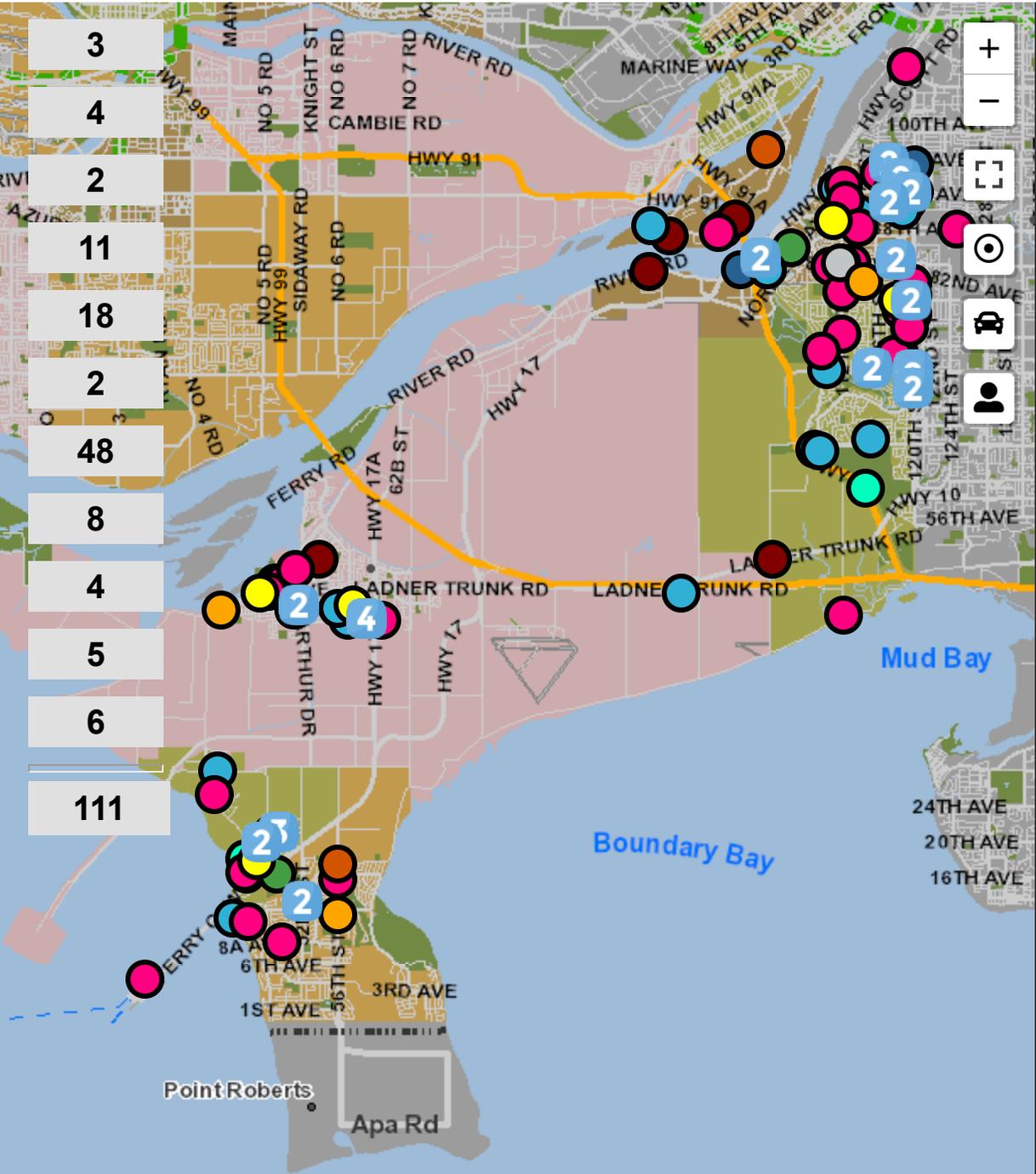
Crime Type	Aug-24	Sep-24	Sep 3YR AVG	YTD 2023	YTD 2024	YTD 3YR AVG	Trend	YTD % Change 3YR Avg
<b>Person Offences</b>								
Homicide	0	0	0	0	0	0	▶	0%
Attempted Homicide	0	0	0	0	0	0	▶	0%
Sexual Assault (Level I)	0	1	0	1	4	1	▲	300%
Sexual Assault (Level II, Level III)	0	0	0	0	2	1	▲	100%
Total Assaults (Common, Weapon, Aggravated)	0	2	1	16	16	13	▲	23%
Robbery	0	0	0	1	1	2	▼	-50%
Violent Offences - Other	0	0	0	2	0	2	▼	-100%
Person Offences - Other	1	1	2	11	15	14	▲	7%
<b>Total Person Offences</b>	<b>1</b>	<b>4</b>	<b>3</b>	<b>30</b>	<b>37</b>	<b>32</b>	<b>▲</b>	<b>16%</b>
<b>Property Offences</b>								
Break & Enter - Commercial	1	1	0	1	4	3	▲	33%
Break & Enter - Residential	0	2	0	5	4	6	▼	-33%
Theft of Vehicle	0	1	1	3	6	3	▲	100%
Theft from Vehicle	0	4	1	10	11	14	▼	-21%
Theft Over/Under \$5000	30	14	23	201	211	158	▲	34%
Mischief to Property Over/Under \$5000	4	3	1	26	23	23	▶	0%
<b>Total Property Offences</b>	<b>37</b>	<b>25</b>	<b>29</b>	<b>269</b>	<b>276</b>	<b>221</b>	<b>▲</b>	<b>25%</b>
<b>Traffic Offences</b>								
Fatal MVI	0	0	0	0	0	0	▶	0%
Collisions (All)	5	2	3	40	29	33	▼	-12%
<b>Other Offences</b>								
Intimate Partner Violence	0	1	0	6	7	5	▲	40%
Youth (*Excludes Traffic Offences)	0	0	0	3	4	5	▼	-20%
Weapon Violations	0	2	0	3	5	6	▼	-17%
Cybercrime	1	1	3	22	19	18	▲	6%
False Alarms (Dispatched)	4	6	3	31	38	44	▼	-14%
<b>TOTAL CALLS FOR SERVICE</b>	<b>132</b>	<b>120</b>	<b>128</b>	<b>1,281</b>	<b>1,072</b>	<b>1,041</b>	<b>▲</b>	<b>3%</b>

OP D.2

Delta POLICE



Res B&E	3
Bus B&E	4
Other B&E	2
Theft of Auto	11
Theft from Auto	18
Recovered Stolen	2
Assault	48
Sex Assault	8
Robbery	4
Bike Theft	5
Mail Theft	6
09/01/2024	111
09/30/2024	
View Results	



Leaflet

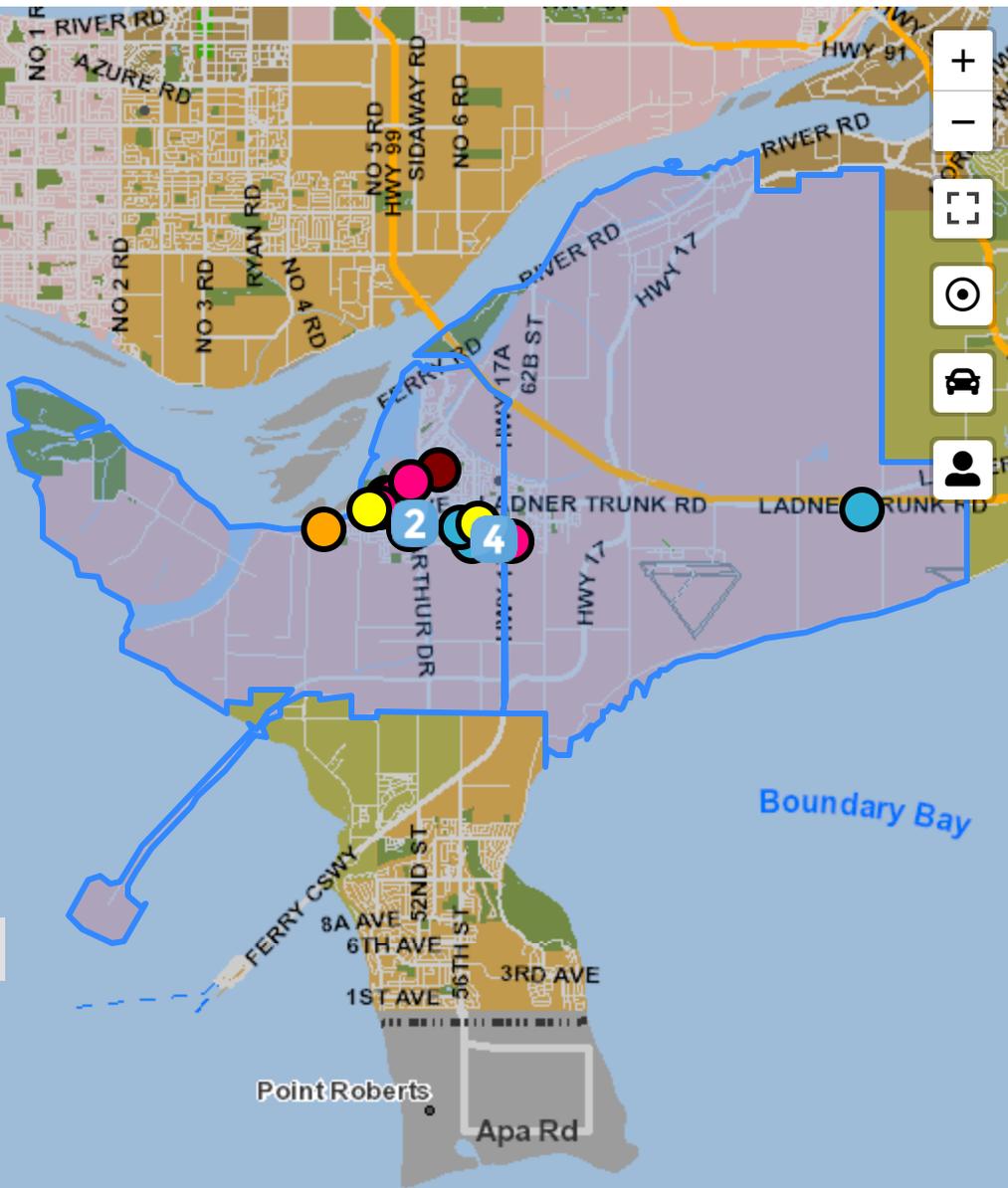


OP D 2

Delta POLICE



Res B&E	0
Bus B&E	0
Other B&E	0
Theft of Auto	2
Theft from Auto	3
Recovered Stolen	0
Assault	10
Sex Assault	2
Robbery	0
Bike Theft	2
Mail Theft	0
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09/01/2024	19
09/30/2024	
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View Results	

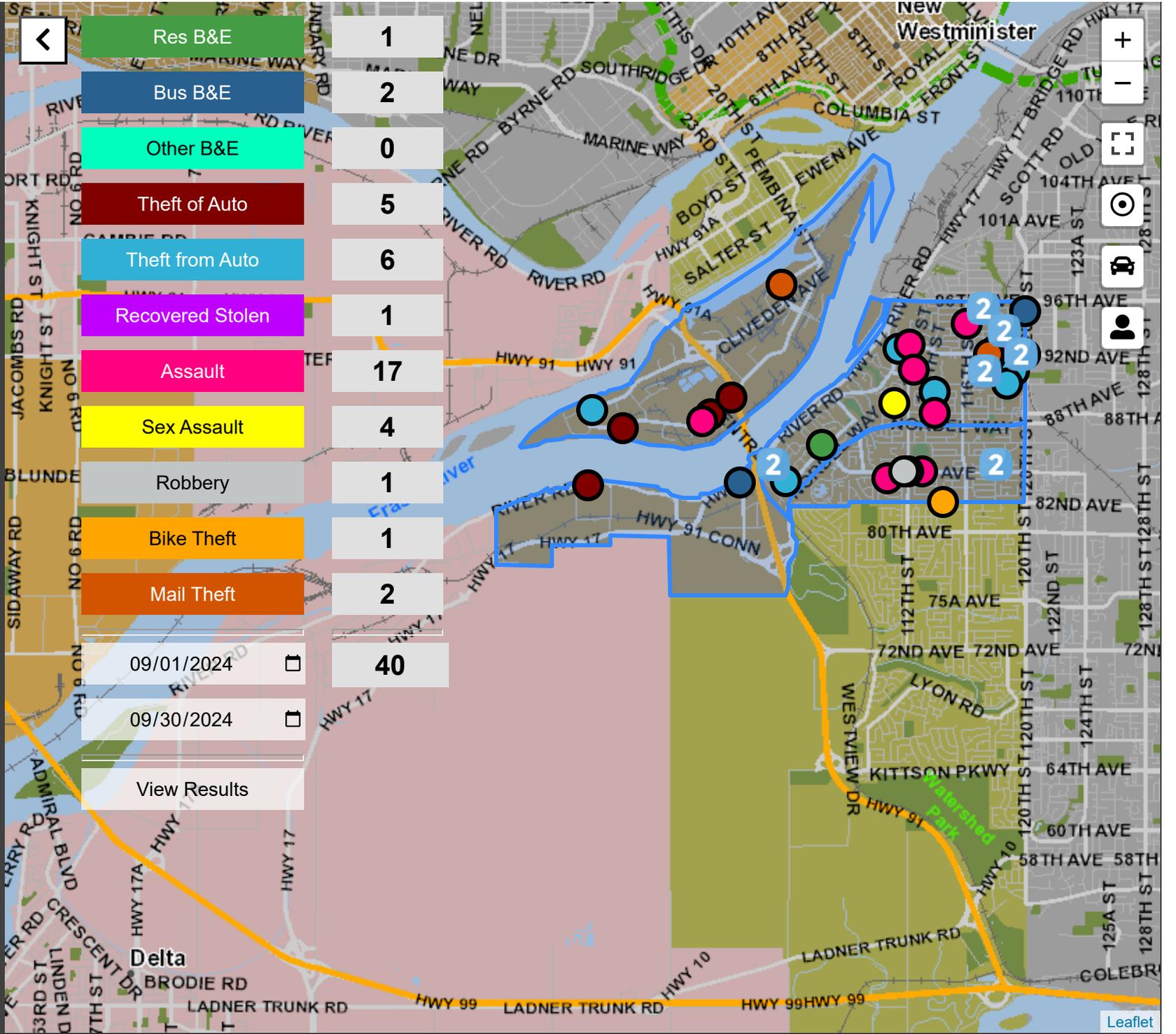


OP D.2

Delta POLICE



Res B&E	1
Bus B&E	2
Other B&E	0
Theft of Auto	5
Theft from Auto	6
Recovered Stolen	1
Assault	17
Sex Assault	4
Robbery	1
Bike Theft	1
Mail Theft	2
09/01/2024	40
09/30/2024	
View Results	



OP D 2

Delta POLICE

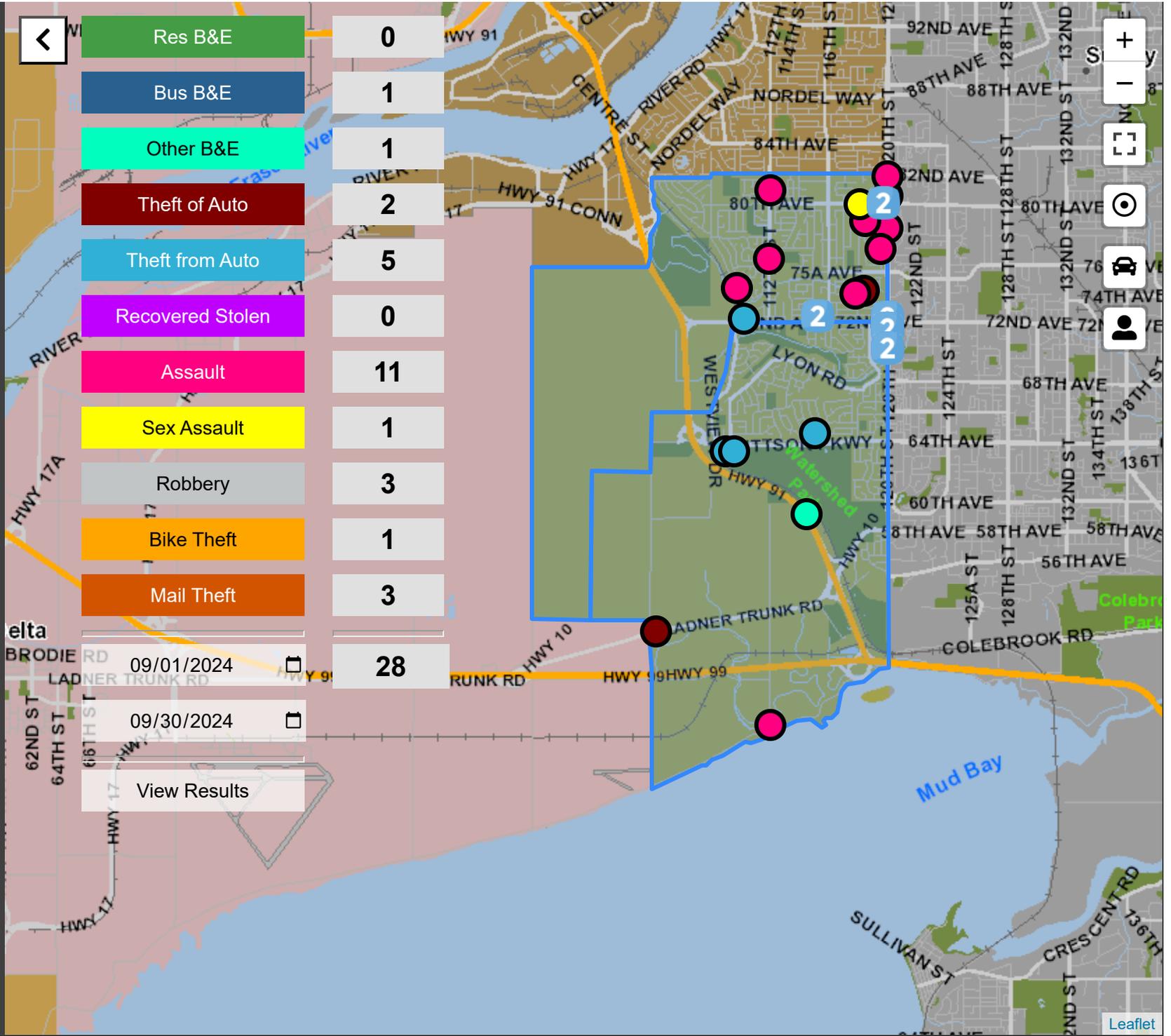


Res B&E	0
Bus B&E	1
Other B&E	1
Theft of Auto	2
Theft from Auto	5
Recovered Stolen	0
Assault	11
Sex Assault	1
Robbery	3
Bike Theft	1
Mail Theft	3
<b>Total</b>	<b>28</b>

09/01/2024	<input type="checkbox"/>
09/30/2024	<input type="checkbox"/>

[View Results](#)



Map navigation controls:

- Zoom In (+)
- Zoom Out (-)
- Full Screen
- Location
- Layers
- Search



**DELTA POLICE  
BOARD**

Excellence in Policing

<p><b>DATE</b> 2024-10-08</p>	<p><b>SUBMITTED BY</b> Guy Leeson Acting Chief Constable</p>
<p><b>SUBJECT</b> Quarterly External Communications Report 2024, Quarter 3</p>	
<p><b>ACTION REQUIRED</b>  <input checked="" type="checkbox"/> For Information  <input type="checkbox"/> For Approval/Action/Decision</p>	

Communication with the community is necessary to ensure public trust and confidence in policing and public safety. The Delta Police Department (DPD) prioritizes and values transparent communication with the community in a timely manner.

The DPD ensures communication with the community through DPD social media channels and news releases, which are posted to the DPD website and distributed via e-mail to those who have subscribed (e.g., community members, local news channels, and journalists). While the news releases are also shared on DPD social media channels, only a small portion of the social media content falls within the parameters of a news release. News releases are distributed to:

- a. Further a police investigation (for example, seeking assistance related to a missing person investigation)
- b. Aid in prevention of crime (for example, fraud awareness, crime prevention based on empirical data such as catalytic converter theft in a specific area)
- c. Provide factual information (for example school lockdowns, major investigative updates)
- d. Appeal for witnesses, victims, video recordings
- e. Immediate/in progress situations challenging public safety
- f. Highlight internal work that has an interest to the public (for example, awards to officers, emerging equipment or strategies)
- g. Provide transparency when identifying issues directly impacting public trust

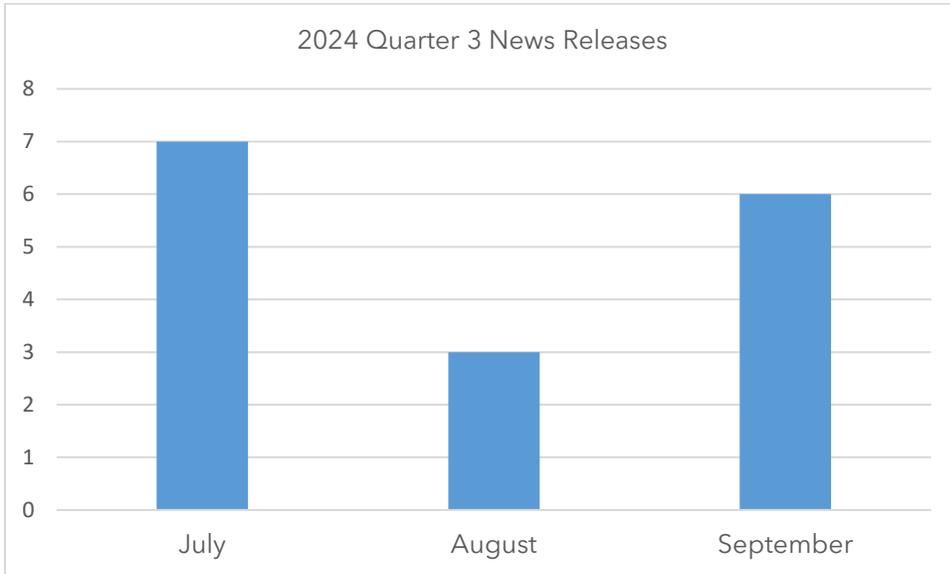
News releases are also sometimes shared via DPD social media channels. Additionally, social media channels are utilized for, but not limited to:

- h. Public service announcements
- i. Special projects
- j. Partnership initiatives
- k. DPD events
- l. Recruiting and volunteer events
- m. Community events

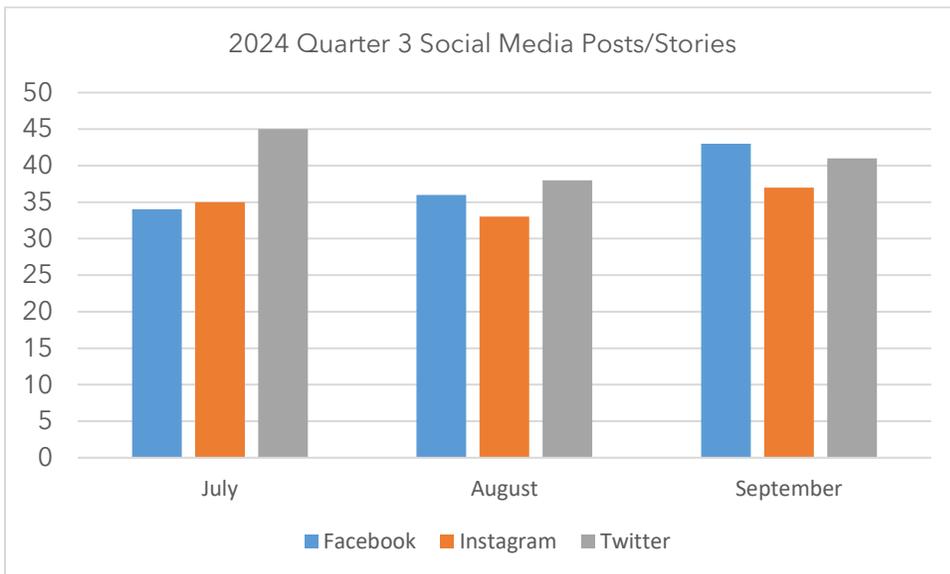
The below graphs provide information related to the number of news releases, social media posts and social media reach for the third quarter of 2024.

**ATTACHMENTS**

A. 2024 Quarter 3 (Q3) - Posting Volume

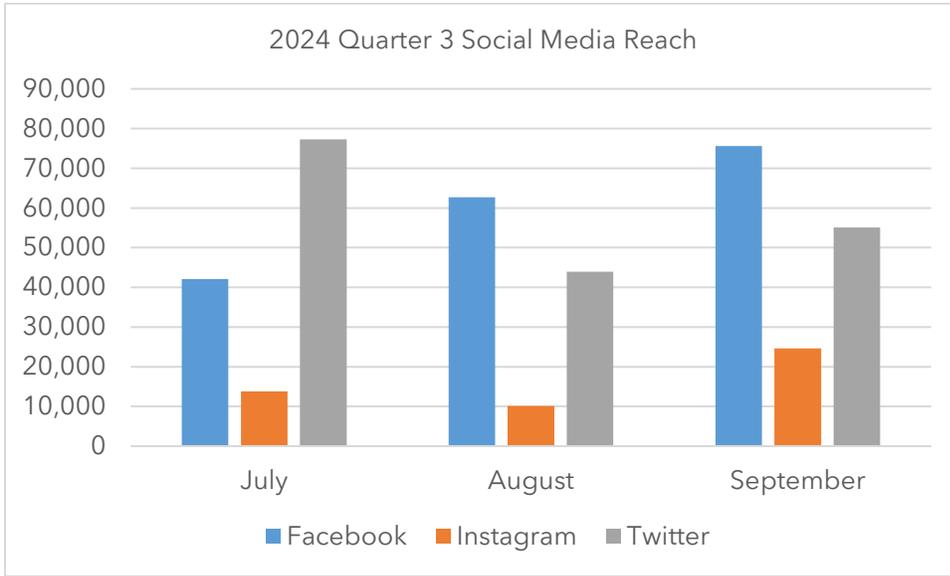


News Releases	July	August	September
	7	3	6



Social Media Posts/Stories	July	August	September
Facebook	34	36	43
Instagram	35	33	37
Twitter	45	38	41

# OP D.3



Social Media Reach	July	August	September
Facebook	42,100	62,700	75,600
Instagram	13,800	10,100	24,600
Twitter	77,300	43,900	55,100

# October 2024



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
29	30	1	2	3 DPD Awards Ceremony - Tsawwassen Sprinas	4	5
6	7	8	9	10	11	12
13	14 Thanksgiving	15	16 Police Board Meeting - ND PSB	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31 Halloween	1	2
3	4	Notes				

# November 2024



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
27	28	29	30	31	1	2
3	4	5	6	7	8	9
10	11 Remembrance Day Events in Ladner & North Delta	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
1	2	Notes				

# December 2024



Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1	2	3 Finance & RM Committee	4 HR Committee Governance Committee	5	6	7
8	9	10	11 Police Board Meeting - Council Chamber	12	13	14
15	16	17	18	19	20	21
22	23	24	25 Christmas Day	26 Boxing Day	27	28
29	30	31	1	2	3	4
5	6	Notes				

# DELTA POLICE OFFICER RECEIVES 40 UNDER 40 AWARD

International Association  
of Chiefs of Police

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## OP D.5

### **Delta Police Department's Acting Staff Sergeant Gary Koonar Recognized with the Top 40 Under 40 Award**

*Delta, BC – September 4<sup>th</sup>, 2024* – The Delta Police Department (DPD) is proud to announce that Acting Staff Sergeant Gary Koonar has been selected as one of the recipients of the prestigious IACP Top 40 Under 40 Award for 2024. This award, presented by the International Association of Chiefs of Police (IACP), recognizes law enforcement professionals under the age of 40 who demonstrate leadership, excellence, and commitment to their profession and communities.

At 37, A/S/Sgt. Koonar serves as the Watch Commander for 'A' Platoon at the DPD, where he leads a diverse team of 20 officers with a focus on community safety, teamwork, and proactive policing. With a career spanning over 15 years, A/S/Sgt. Koonar has exemplified operational excellence, investigative prowess, and a dedication to building positive cultural change within the department.

"I am proud to see Gary recognized with this international award," said A/Chief Guy Leeson. "His leadership, commitment to community safety, and mentorship have had a great impact on our Department and the community we serve. This award is a reflection of his hard work, integrity, and dedication to policing."

A/S/Sgt. Koonar's journey into law enforcement began in high school, inspired by the mentorship of a school liaison officer. He later volunteered with a community-based crime prevention organization and pursued a degree in criminology, which laid the foundation for his career with DPD. Joining the DPD at the age of 22, A/S/Sgt. Koonar quickly distinguished himself in various roles, including his work on Project Virtue, an investigation into child prostitution and human trafficking that led to the successful rescue of a teenage girl.

His leadership in gang investigations has also been notable, particularly through an intelligence-led initiative that focused on reducing the risk of gang violence and shootings in the community. Additionally, as one of the primary trainers for the Active Bystandership for Law Enforcement (ABLE) program, A/S/Sgt. Koonar is committed to cultivating a culture of accountability and excellence within the Department.

"Each step of my journey, from volunteering and pursuing advanced studies to my work on the frontline, has been driven by a deep desire to make a tangible difference in my community," said A/S/Sgt. Koonar. "It is an honour to be recognized among such a distinguished group of law enforcement professionals, and I am grateful for the support of my colleagues and family."

## OP D.5

For more information about the IACP Top 40 Under 40 Award, visit <https://www.theiacp.org/awards/iacp-40-under-40>.

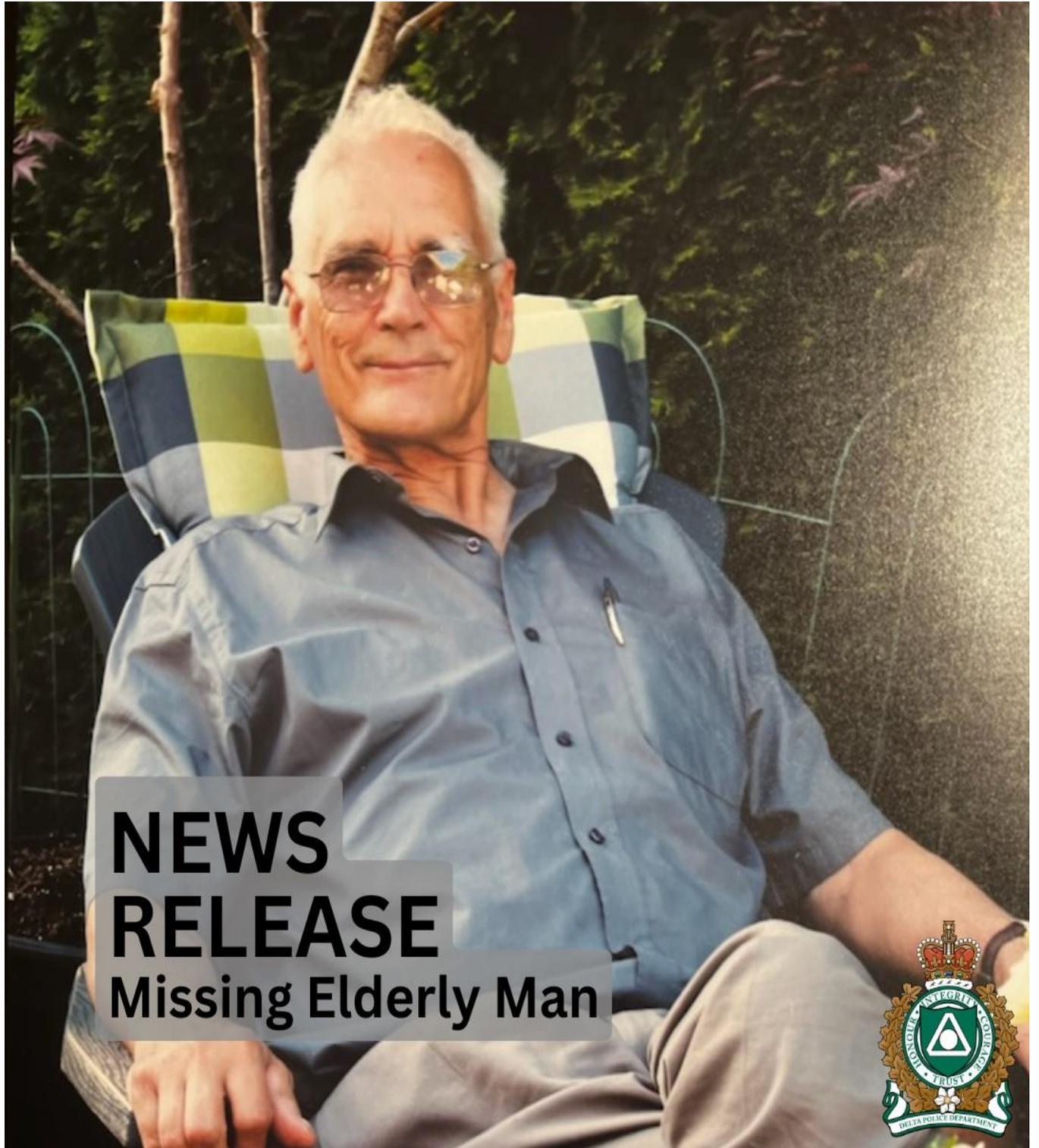
Contact:

A/Insp. James Sandberg

Public Affairs Manager

Delta Police Department

[media@deltapolice.ca](mailto:media@deltapolice.ca)



**NEWS  
RELEASE**  
Missing Elderly Man



# OP D.5

## **Public Assistance Requested to Locate Missing Elderly Man**

### **File 2024-16976**

*Delta, BC – September 9<sup>th</sup>, 2024* – The Delta Police Department is requesting public assistance to help locate a missing 83-year-old man. William suffers from some memory loss, police and family have concern that William may be unable to find his way home.

On September 8<sup>th</sup>, 2024, at 10am, he left his North Delta home with plans to take transit to Hastings Park in Vancouver. William was expected to be home at approximately 5pm; however, he failed to return. His attendance at Hastings Park has not been confirmed.

Investigators are asking the public to be on the lookout for William. He is described as a Caucasian male, 6'2" tall, 196 lbs, grey balding hair, and brown eyes, with prescription glasses. He is wearing a brown shirt and black dress pants.

If you locate William, please remain with him and call the Delta Police Department at (604)946-4411 or the local police of jurisdiction. Delta Police file 2024-16976 refers.

#### Contact:

A/Insp. James Sandberg  
Public Affairs Manager  
Delta Police Department  
[media@deltapolice.ca](mailto:media@deltapolice.ca)



**Updated News Release  
Help Us Find This  
Missing Person**



## OP D.5

### **UPDATE 2:30 PM - Public Assistance Requested to Locate Missing Elderly Man**

#### **File 2024-16976**

*Delta, BC – September 9<sup>th</sup>, 2024* – The Delta Police are renewing our call for public assistance in locating an 83-year-old missing senior. William left home yesterday morning at 10am with the intention of returning home at 5pm; however, he did not return home as planned.

There has been a possible sighting of him at approximately 3pm yesterday afternoon in the 8500 block Scott Rd, Delta. There is a possibility that he may still be in this area, in a confused state.

We are asking residents of North Delta and Surrey who live near this location to check their yards, sheds, cars, and property, specifically looking for William. Search and Rescue has been mobilized and will be checking this area as well.

There is growing concern for his well-being as his disappearance is uncharacteristic. In addition, confusion can worsen with anxiety, increasing the urgency to find him.

Please see the additional photo of him below. He is described as an 83-year-old Caucasian male, 6'2" tall, 196 lbs, grey balding hair, and brown eyes, with prescription glasses. The previous clothing description has now been updated. He is wearing a dark polo/golf shirt with collar, and beige/light coloured pants.

If you locate (name removed), please remain with him and call the Delta Police at (604)946-4411 or the police of jurisdiction.

For more information, please contact:

A/Insp. James Sandberg

Public Affairs Manager

Delta Police Department

[media@deltapolice.ca](mailto:media@deltapolice.ca)

MISSING  
PERSON

FOUND

# OP D.5

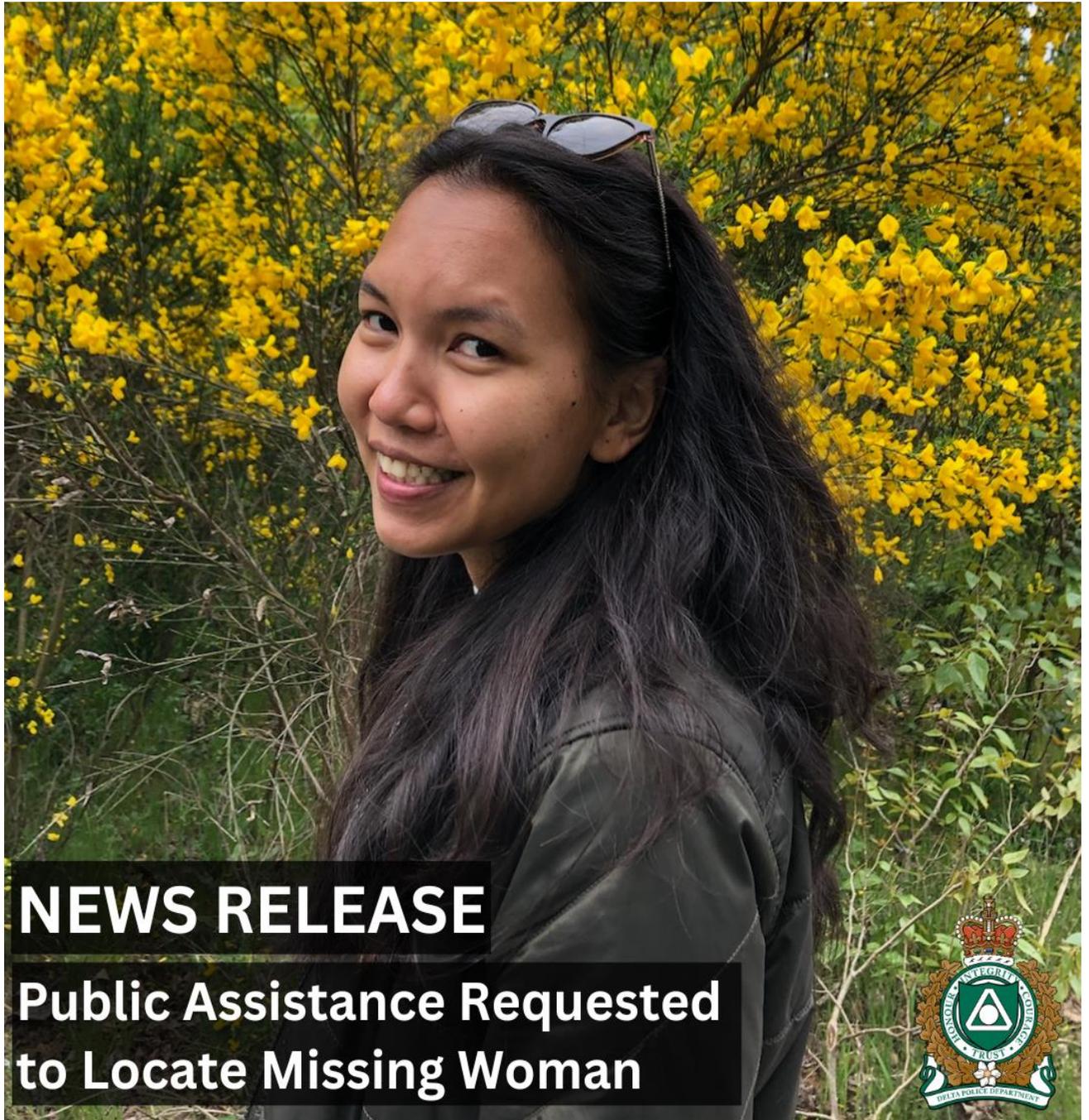
## **Missing Elderly Man Located by Good Samaritan**

### **File 2024-16976**

The Delta Police are happy to announce that the elderly man missing from North Delta has been located and is in good condition. A good Samaritan aware of the missing person investigation recognized the man and contacted police.

Thank you to all who helped spread social media posts and those who helped search for the man. Thank you to our Search and Rescue partners as well. We have a great community!

All identification references and photos will be removed from the previously published releases.



**NEWS RELEASE**

**Public Assistance Requested  
to Locate Missing Woman**



# OP D.5

## **News Release - Public Assistance Requested to Locate Missing Woman**

**File 2024-17404**

*Delta, BC – September 16<sup>th</sup>, 2024 –*

On the evening of September 14<sup>th</sup>, the Delta Police Department (DPD) received a missing person report for a 29 -year-old woman. Bethyl was last seen at her North Delta residence on September 12<sup>th</sup>. Bethyl had been increasingly withdrawing from friends, family, and co-workers over the last several months.

All conventional investigative avenues to date have not helped in locating Bethyl. Investigators are now asking for public assistance to help locate her.

Bethyl is described as Philippine descent, 5'3" to 5'4" tall, weighing 95 to 100 lbs, with black hair. Bethyl was likely wearing black jogging pants and a grey tank top when she left.

Officers are asking the public to keep a look-out for Bethyl and if she is seen or located, to please contact your local police of jurisdiction and quote Delta Police file number 24-17404. Alternatively, you can call the DPD at (604)946-4411.

Investigators and family have growing concern for Bethyl's wellbeing and appreciate any public help.

For further information, please contact:

A/Insp. James Sandberg  
Public Affairs Manager  
Delta Police Department  
[media@deltapolice.ca](mailto:media@deltapolice.ca)

MISSING  
PERSON

FOUND

# OP D.5

## **Update - Missing Woman Located Safe**

**File 2024-17404**

*Delta, BC – Updated September 17<sup>th</sup>, 2024 12:00pm–*

This missing person has been located safe.

The original release (below) has been edited to remove identity information.

The Delta Police would like to thank our community members who have been sharing information and actively looking for this missing person.

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Original Release *September 16<sup>th</sup>, 2024*

On the evening of September 14<sup>th</sup>, the Delta Police Department (DPD) received a missing person report for a 29 -year-old woman. (Name removed) was last seen at her North Delta residence on September 12<sup>th</sup>. She had been increasingly withdrawing from friends, family, and co-workers over the last several months.

All conventional investigative avenues to date have not helped in locating her. Investigators are now asking for public assistance to help locate her.

(Name removed) is described as Philippine descent, 5’3” to 5’4” tall, weighing 95 to 100 lbs, with black hair. She was likely wearing black jogging pants and a grey tank top when she left.

Officers are asking the public to keep a look-out for (name removed) and if she is seen or located, to please contact your local police of jurisdiction and quote Delta Police file number 24-17404. Alternatively, you can call the DPD at (604)946-4411.

Investigators and family have growing concern for her wellbeing and appreciate any public help.

<Photo Removed>

For further information, please contact:

A/Insp. James Sandberg

Public Affairs Manager

Delta Police Department

[media@deltapolice.ca](mailto:media@deltapolice.ca)

## Tracie Nunes

---

**From:** [REDACTED]@gmail.com>  
**Sent:** Sunday, September 29, 2024 11:00 PM  
**To:** Office of the Chief Constable  
**Subject:** [CAUTION!] Delta P.D is what all departments should strive to be  
**Importance:** Low

Some people who received this message don't often get email from [REDACTED]@gmail.com. [Learn why this is important](#)

(This email originated outside the organization. Do not click any links or attachments unless you were expecting this email today. If unsure; please forward this email to IT and have them confirm that it is legitimate and safe.)

I unfortunately wasn't able to grab the officers name, but I got a random DUI check when leaving the liquor store around 2200hr Sunday Sept 29. As anyone would it is a bit worrying to see red n blues when you don't understand the reasoning behind it, but this is yet another time I've felt like I was having a conversation with a conserved peer, not just with a badge. While I dont have a name, the female officer was operating a Dodge Durango cruiser at this place and time. If the identity of this officer is known, please let her know that she is exactly what an officer should be, and what an officer should strive to be. THANK YOU DELTA PD! You guys are loved and appreciated by our community!

## Tracie Nunes

---

**From:** [REDACTED]@gmail.com>  
**Sent:** Sunday, October 6, 2024 9:21 PM  
**To:** Office of the Chief Constable; Jim Stephenson  
**Subject:** [CAUTION!] Thank you. (File # 22-[REDACTED])

**Importance:** Low

Some people who received this message don't often get email from [REDACTED]@gmail.com. [Learn why this is important](#)

(This email originated outside the organization. Do not click any links or attachments unless you were expecting this email today. If unsure; please forward this email to IT and have them confirm that it is legitimate and safe.)

To Constable J Stephenson and Constable Yee,

I have been trying to find the right words for the last several months in order to reach out and thank you for everything that you both did on August 10th, 2022 and onwards, to save my life. In all honesty, there are no words to say this.

Constable Stephenson and Yee, you were the first two people to have attended the call and the only two people I had ever been able to communicate with, about the abuse I had faced for so many years. I used to tell myself that I would leave my situation once my children were older. That I would be okay. I could do this. I believed it was easier to endure the pain of living through the abuse than to disrupt my kids' lives. In those moments of fear and uncertainty, your presence brought me a sense of safety and reassurance. You approached the situation with professionalism and empathy, making me feel seen and heard. Your unwavering support gave me the courage to take that crucial step towards freedom.

You both embody the truth that first responders are the unsung heroes of our society. You didn't just respond to that call that day; you saved my life, my children's life and changed its course for the better. I will forever be grateful for the kindness you showed me and the hope you instilled in my heart.

Because of your efforts, I have been able to rebuild my life and move forward with strength and determination. I am inspired by your dedication to protecting those in need, and I want you to know that your work truly matters. You have made a lasting impact, not only on me but on the entire community you serve. I cannot imagine the situations you face on a daily basis and what you endure day to day. I am so thankful for you both being there that day.

Thank you once again for your bravery, compassion, and unwavering commitment to keeping us safe. You are truly remarkable individuals, and I am forever grateful for your support. Your courage and compassion have inspired me to reclaim my life, and I am now on a path of healing and hope, ready to build a brighter future for myself and my two beautiful kids.

Please also thank the sergeant in the DV unit who also made a very impactful impression. My apologies as I can't remember his name. Your unwavering commitment to keep in contact, whether it was the constables or victim services, allowed me to feel safety and support each day. Each day, it got a little tiny bit easier to step away because I was well supported.

## OP D.6

Thank you, from the bottom of my heart, for the difference you made in my life. You are remarkable individuals, and I am forever grateful for your support and the kindness you showed me.

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**DELTA POLICE BOARD**

Excellence in Policing

<b>DATE</b> 2024-10-09	<b>SUBMITTED BY</b> Jassie Padda Ram
<b>SUBJECT</b> Remembrance Day Ceremonies 2024	
<b>ACTION REQUIRED</b> <input type="checkbox"/> For Information <input checked="" type="checkbox"/> For Approval/Action/Decision <i>THAT the Delta Police Board members coordinate their attendance at the Remembrance Day Ceremonies among themselves.</i>	

Two Remembrance Day ceremonies will be held in Delta. This update informs the Delta Police Board (Board) of the ceremonies, allowing members to coordinate attendance and the laying of wreaths on behalf of the Board. Historically, the Chair and Vice Chair have represented the Board by laying wreaths at the ceremonies—with one being present at each—accompanied by other Board members.

**South Delta Ceremony:**

- **Organizer:** The Royal Canadian Legion
- **Wreath:** An invoice for \$55.00 has been processed for the purchase of a wreath by the Delta Police Board, consistent with annual standing practice.
- **Details:** Delta Police Department (DPD) team members and the Delta Police Pipe Band will be in attendance, leading the parade which starts at approximately 10:20 a.m. in front of the Ladner Legion, progressing south on Delta Street to the Cenotaph at Memorial Park. The return route will be the same, concluding around 11:30 a.m.

**North Delta Ceremony:**

- **Organizer:** City of Delta
- **Wreath:** A wreath has been confirmed for the Delta Police Board, mirroring last year's arrangements. There is no cost associated to purchase the wreath.
- **Details:** North Delta Social Heart Plaza (meet in North Delta Recreation Center Gymnasium) 10:15 am, see Attachment A for additional details.

**ATTACHMENT**

- A. North Delta Social Heart Plaza

**IMPORTANT INFORMATION**  
**2024 REMEMBRANCE DAY CEREMONY**  
**NORTH DELTA SOCIAL HEART PLAZA**

- Where to Park:** North Delta Recreation Centre Parking Lot, 11415 84 Avenue (**west** parking lot).
- When to Meet:** Monday, November 11, 2024 **No later than 10:15 am.**
- Where to Meet:** Please muster inside the North Delta Recreation Centre, in the **Gym Multipurpose Room.**
- Wreaths:** If your group is on the list below, your wreath will be delivered to the North Delta Recreation Centre the day before the event. **If your group is not on this list, please remember to bring your wreath and stand with you.**
- What Will Happen:** Once we muster, you will be given instructions and placed in sequence for the procession to the plaza. Please remain in sequence.
- 10:40 am:** The Piper will lead the procession from the North Delta Recreation Centre to the Plaza. You will be given the go ahead to march by a Delta Parks, Recreation & Culture Staff person assigned to your mustering station. Please remain standing for Opening Remarks, O Canada, Last Post, 2 Minutes of Silence, Lament, Reveille and the Act of Remembrance.
- Wreath Laying:** You will be directed by staff to the Memorial Wall to lay your wreath. When laying your wreath, please observe the following protocol:
- Wreath layers proceed up the stairs to the wall to lay the wreath; once the wreath has been placed, take two steps backwards (**please do not turn your back to the wall**).
  - Pause for a moment in silent respect.
  - Turn to your **right** and proceed down the ramp and behind your section of chairs, to return to your seat according to staff direction.
- After Ceremony:** The formal ceremony will conclude at approximately 11:30 am. Following the ceremony, everyone is invited to a public reception in the Main Hall at the North Delta Recreation Centre.

**Should you have any questions regarding this information, please contact  
Claire Nelson, Special Events Programmer, Delta Parks, Recreation & Culture  
604 952 3069 or [cnelson@delta.ca](mailto:cnelson@delta.ca)**

# Delta Police Board 2024 Schedule of Meetings

January							February							March						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6					1	2	3						1	2
7	8	9	10	11	12	13	4	5	6	7	8	9	10	3	4	5	6	7	8	9
14	15	16	17	18	19	20	11	12	13	14	15	16	17	10	11	12	13	14	15	16
21	22	23	24	25	26	27	18	19	20	21	22	23	24	17	18	19	20	21	22	23
28	29	30	31				25	26	27	28	29			24	25	26	27	27	29	30
													31							

April							May							June						
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S
	1	2	3	4	5	6				1	2	3	4							1
7	8	9	10	11	12	13	5	6	7	8	9	10	11	2	3	4	5	6	7	8
14	15	16	17	18	19	20	12	13	14	15	16	17	18	9	10	11	12	13	14	15
21	22	23	24	25	26	27	19	20	21	22	23	24	25	16	17	18	19	20	21	22
28	29	30					26	27	28	29	30	31	23	24	25	26	26	28	29	
													30							

July							August							September							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
	1	2	3	4	5	6					1	2	3	1	2	3	4	5	6	7	
7	8	9	10	11	12	13	4	5	6	7	8	9	10	8	9	10	11	12	13	14	
14	15	16	17	18	19	20	11	12	13	14	15	16	17	15	16	17	18	19	20	21	
21	22	23	24	25	26	27	18	19	20	21	22	23	24	22	23	24	25	25	26	27	28
28	29	30	31				25	26	27	28	29	30	31	29	30						

October							November							December							
S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	
			1	2	3	4	5						1	2	1	2	3	4	5	6	7
6	7	8	9	10	11	12	3	4	5	6	7	8	9	8	9	10	11	12	13	14	
13	14	15	16	17	18	19	10	11	12	13	14	15	16	15	16	17	18	19	20	21	
20	21	22	23	24	25	26	17	18	19	20	21	22	23	22	23	24	25	26	27	28	
27	28	29	30	31			24	25	26	27	28	29	30	29	30	31					

<b>Board Mtg</b> 9:00am ND PSB	<b>Board Mtg</b> 9:00am Council Chambers	<b>Board Mtg</b> 9:00am NDCA	<b>F&amp;RM Comm</b> 9:00 am	<b>HR Comm</b> 8:00 am	<b>Gov Comm</b> 9:00 am	<b>Public Holiday</b>	<b>BCAPB</b> Vancouver
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# SAVE THE DATE!

**BCAPB – 2025 Conference**

**Where: Marriot Hotel,  
6005 Hwy 17A, Delta, BC**

**When: May 7, 8 and 9, 2025**

**Stay tuned for further information!**

**For hotel room reservations, please use this link: [Book your group rate for BC Police Board 2025](#)**



**DELTA POLICE BOARD**

Excellence in Policing

<b>DATE</b> 2024-10-08	<b>SUBMITTED BY</b> Governance Committee
<b>SUBJECT</b> <b>Code of Conduct and Conflict of Interest Guidelines Review and Compliance</b>	
<b>ACTION REQUIRED</b> <input checked="" type="checkbox"/> For Information <input type="checkbox"/> For Approval/Action/Decision	

In May 2022, the Delta Police Board (Board) adopted a new Governance Manual. The Code of Conduct and Conflict of Interest policies were reviewed and updated to ensure their adequacy.

All Board members must familiarize themselves with and affirm their adherence to the Code of Conduct and Conflict of Interest policies. This process was completed by all current members in January 2024, as required by the Board workplan. Each member confirmed, through the Annual Member Declaration form, that they have read, understand, and agree to comply with the policies outlined in the Delta Police Board Governance Manual.

New Board members Councillor Daniel Boisvert, Lori Mayhew, and Nikhil Pandey, who joined after the January workplan item completion, were also provided with the Code of Conduct and Conflict of Interest guidelines have submitted their Member Declaration Forms.

No conflicts have been identified by any Board members.

In April 2024, the Province advised that, under the *Police Act* amendments, Board members will be required to comply with a new code of conduct, which will be brought into force by regulation. It should be noted that our Board has proactively developed its own code of conduct, as one has not been previously mandated under the *Police Act*. We will review and update our practices and/or code as required based on provincial requirements once we receive further information from the Province on this matter and bring it forward to the Board for review and approval.



**DELTA POLICE  
BOARD**

Excellence in Policing

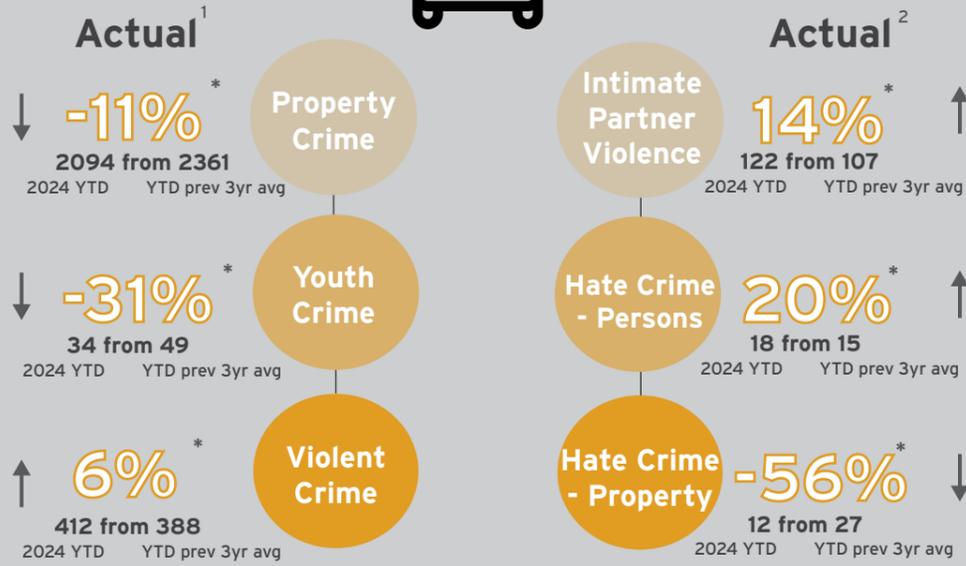
<b>DATE</b> 2024-10-08	<b>SUBMITTED BY</b> Guy Leeson, A/Chief Constable
<b>SUBJECT</b> <b>Chief Constable Monthly Activity Highlights - September 2024</b>	
<b>ACTION REQUIRED</b> <input checked="" type="checkbox"/> For Information <input type="checkbox"/> For Approval/Action/Decision	

<b>Date</b>	<b>Activity</b>
Sept 3, 2024	Swearing in of Class 175
Sept 3, 2024	Connect FM Interview on Back to School Safety & School Liaison Program
Sept 3, 2024	Attended Family Night for Class 175
Sept 7, 2024	Attended Delta Community Action Team Wellness Fair
Sept 9, 2024	Attended City Council Meeting
Sept 10, 2024	Attended BC Association of Municipal Chiefs Meeting
Sept 12, 2024	Attended Monthly Senior Leadership Team Meeting
Sept 13, 2024	Attended Opening Ceremony for Cops for Cancer
Sept 18, 2024	Attended Monthly Police Board Meeting
Sept 19, 2024	Hosted Barbecue for Cops for Cancer Riders
Sept 20, 2024	Opening Remarks for Special Olympics Law Enforcement Torch Run
Sept 23, 2024	Participated in Port Policing Meeting
Sept 24, 2024	Attended TFN Quadripartite Agreement Meeting
Sept 25, 2024	Attended Quarterly HR Committee Meeting
Sept 25, 2024	Attended Quarterly Governance Committee Meeting
Sept 25, 2024	Attended Deltassist AGM
Sept 27, 2024	Greeted Runners & Riders for Law Enforcement Run & Ride to Remember
Sept 29, 2024	Attended BC Law Enforcement Memorial in Victoria
Sept 30, 2024	Participated in Walk at TFN in recognition of Truth & Reconciliation Day

OP E.1b  
**Community Safety & Well-Being Plan**

**KEY PERFORMANCE INDICATORS (KPIs)**  
 2024 - QUARTER 3

# Crime



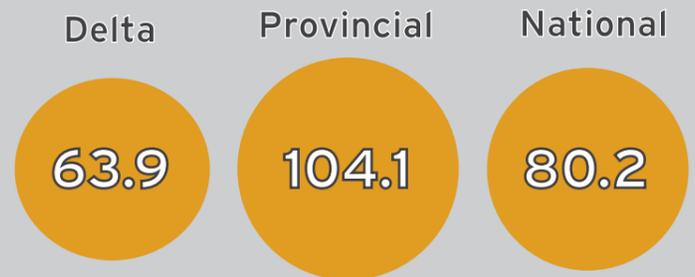
\* Goal: downward trend

\*1,2 Actual is calculated by comparing the YTD average for the previous 3 years with the YTD average for the current year.

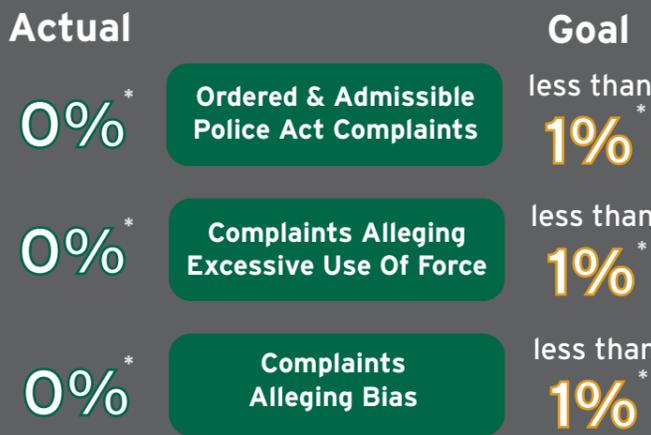
## Crime Severity Index (CSI)

The CSI is a measurement of crime based on the amount and seriousness of the offences reported to the police. A low CSI rate is indicative of a relatively safe community. Index scores are compared to a baseline of 100, which is calculated using historical data. The CSI is a method to compare crime consistently across jurisdictions.

Goal: lower than provincial and national CSI



# Police Legitimacy



\* of all documented interactions

## COMMUNITY SURVEY

Every three years, the DPD conducts a community survey, where respondents are asked questions about the importance and performance of 12 key police services/ measures.



# Efficiency



\*1 The DPD strives to be staffed at least 5 over authorized strength to ensure that the DPD can continue providing policing services to the community and accounts for police officers who may be on long-term leave (maternity, sickness, injury, personal etc.). This over strength is managed within approved budget and efficiencies.



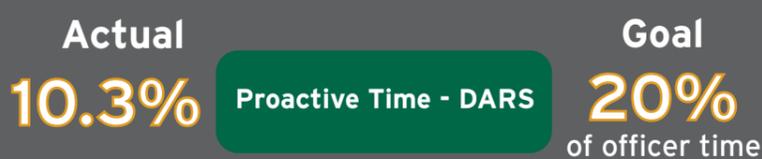
\*2 for those transported due to mental health



\*3 from the time a call is received and officer is on scene



# Community Safety & Well-Being



\*3 Actual is calculated by comparing the YTD average for the previous 3 years with the YTD average for the current year.

\*4 From January to YTD



**Delta POLICE**



**DELTA POLICE BOARD**

Excellence in Policing

<b>DATE</b> 2024-10-08	<b>SUBMITTED BY</b> A/Chief Guy Leeson
<b>SUBJECT</b> Halloween 2024	
<b>ACTION REQUIRED</b> <input checked="" type="checkbox"/> For Information <input type="checkbox"/> For Approval/Action/Decision	

In 2022, Halloween in South Delta and Tsawwassen saw significant disturbances, including property damage and injuries caused by fireworks. In 2023, we implemented a strategy aimed at preventing a repeat of those events, and we saw a positive turnaround. As we approach Halloween 2024, we want to ensure our community continues to enjoy safe celebrations.

Our focus for Halloween this year is again on overall community safety for enjoyable celebrations, with a particular emphasis on the risks posed by firework usage. Bylaws are one of the several tools our team will use in a broader and multifaceted strategy to mitigate these risks and escalated enforcement actions under the *Explosives Act* and *Criminal Code* may also be used as necessary.

Our strategy focuses on proactive public safety messaging, early engagement with local youth, strategic deployment at key locations, enhanced enforcement and visibility, and collaboration with our partners, including the City of Delta, Delta Fire Department, and Delta School District. While coverage during peak periods like Halloween is increased, calls for service (CFS) will be prioritized according to standard operating procedures, with a focus on preserving life, property, and community safety.

While the DPD is committed to addressing fireworks-related concerns and will have increased coverage during Halloween, resources will be allocated based on priority, with a focus on preserving life, property, and community safety. I must stress the importance of our community, especially the younger community members, following fireworks bylaws to help ensure a safe Halloween for everyone. On a larger scale, a regional approach is essential in fully addressing the broader issue of fireworks accessibility. The recent fireworks bylaw amendments in Delta for protection for livestock is a step in the right direction.

Last Halloween, we received positive feedback on our response, and we are building on that success for 2024. The DPD reminds everyone to celebrate safely, as our team will be out ensuring community safety and addressing any actions or behaviors that pose a risk.



**DELTA POLICE BOARD**

Excellence in Policing

<b>DATE</b> 2024-10-03	<b>SUBMITTED BY</b> A/Chief Guy Leeson
<b>SUBJECT</b> <b>Community Navigator Unit - One-Year Update Follow Up</b>	
<b>ACTION REQUIRED</b> <input type="checkbox"/> For Information <input checked="" type="checkbox"/> For Approval/Action/Decision <i>THAT the Delta Police Board write to the Province advocating for increased support and resources for community services to address the gaps highlighted in this report, particularly for vulnerable individuals facing challenges related to housing, mental health, and addiction support.</i>	

**PURPOSE**

To provide the Delta Police Board (Board) with an update on the Delta Police Department’s (DPD) Community Navigator Unit (CNU), as per the action item assigned from the June 2024 meeting.

**DISCUSSION**

**Introduction**

On May 1, 2023, the DPD launched CNU as part its Community Safety and Well-Being Plan (CSWP) for the purpose of supporting police officers by connecting at-risk individuals, who frequently come into contact with the DPD due to social or behavioral health concerns, with essential services and resources.

Following receipt of a referral from a frontline officer, CNU’s mandate is to guide these individuals through the complexities of the human services system and help them overcome barriers to access. The goal is to prevent future negative interactions with police and promote the individuals’ overall success and well-being. CNU has made significant efforts in its first year of operation by assisting vulnerable and at-risk individuals who frequently come into contact with the DPD due to social or behavioral health concerns, connecting them with essential services and resources.

As a follow-up to the CNU report presented at the June 2024 meeting, below are additional details regarding outcomes and officer time savings, as requested by the Board.

**Service/Resource Referrals**

As of October 3, 2024, CNU has processed over 320 referrals. CNU connects people to both Delta based and external resources such as Delta Mental Health, BC Housing, and Surrey Mental Health and Substance Use Centers, addressing a wide range of unmet needs. However, accessing these resources remains a challenge, particularly in areas such as housing and mental health support. The time spent assisting each individual varies based on their needs:

- **One hour** for individuals with one unmet need, typically handled through phone/email.
- **Six to eight hours** for those with multiple unmet needs, requiring more detailed interaction and coordination with various resources and services.

- **Twenty-four hours or more** for individuals with complex challenges that require ongoing support, often over several months. While it was not part of CNU's mandate to "carry a caseload," some individuals reconnect with the team after completing or leaving a program for a new referral. Others may stay in contact without being ready or consenting to connect with a resource for an extended period.

The process of connecting individuals to resources also depends on the complexity of their needs. For individuals who are capable and have a support network, gathering and sending resources via email can typically be completed within a week. In these cases, follow-up responses are mixed—some express gratitude, while others do not respond. However, for more vulnerable individuals, such as those who are unhoused, struggling with substance use, or lacking family support, the process can take 3-6 months due to multiple barriers. These barriers include the availability of services, transportation, and the lack of shelters or housing support in Delta. These individuals often require ongoing follow-ups, and accessing necessary services in neighboring cities, such as Surrey, poses additional challenges.

On average, CNU receives 20 new referrals per month and actively works with 8-10 individuals at any given time. This does not include the additional time spent supporting those who return to CNU for further assistance. Connecting individuals to services often requires ongoing communication and collaboration with community partners to ensure proper follow-up and support.

### **Efficiencies and Program Outcomes**

A key request from the Board was to understand the outcomes of referrals and the overall impact of CNU on the individuals it assists. However, officially tracking these outcomes from external service providers remains challenging due to privacy concerns and limited data sharing. Once individuals are referred to services such as housing, mental health, or addiction support, CNU does not consistently receive feedback on their progress, making it difficult to provide formal, quantitative results.

One of the key benefits of CNU is the reduction in time that frontline officers spend on follow-up work with vulnerable individuals—work that they have historically taken on but is not typically part of their role. While officers have previously provided some level of follow-up support, connecting individuals with appropriate long-term resources, such as housing, mental health, or addiction services, is not within their usual scope of duties. CNU ensures that vulnerable individuals are connected with the right services, helping to reduce the likelihood of these individuals becoming repeat calls for service.

By managing 320 referrals, CNU has allowed officers to focus on their core policing responsibilities, such as proactive community policing, crime prevention, and handling the increased administrative workload associated with policing. It is estimated that CNU spent approximately 2944 hours<sup>1</sup> supporting vulnerable individuals, potentially saving officers thousand hours by handling initial outreach and referral, which typically can take an officer several hours over multiple shifts. By connecting individuals to the proper services and resources, CNU helps alleviate repeated interactions with police and ensures individuals receive the support they need. Early observations over the past year suggest that CNU has decreased repeat calls for service from individuals who previously required more police interaction, prior to referral to CNU, indicating the support and referrals provided by CNU are making a positive impact.

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<sup>1</sup> The calculation of **2,944 hours spent by CNU** is based on a weighted average of the time CNU spent assisting individuals, categorized as follows: **1 hour** for low-threshold cases (30% of individuals), **7 hours** for higher-threshold cases (50% of individuals), and **24 hours** for complex cases (20% of individuals). This results in an average of **9.2 hours per individual**, multiplied by **320 referrals** to arrive at the total time spent.

Although formal outcomes from external referrals are difficult to track, informal assessments are possible through repeat interactions. When individuals return for additional assistance, it highlights ongoing challenges in the system, as well as gaps in services offered through the human services network. This further emphasizes the need for a more robust support system for vulnerable individuals in the community.

### Challenges

Despite the successes of the CNU, ongoing challenges remain, particularly with individuals returning directly to CNU for additional support or coming into contact with DPD officers. These repeat engagements suggest that initial referrals do not always lead to long-term solutions, often due to:

- **Lack of Local Resources:** Delta has limited access to mental health, addiction support, and housing services, forcing individuals to seek help outside the community, which creates significant barriers, especially in terms of transportation.
- **Complex Needs:** Some people have deeply rooted challenges that require sustained, long-term intervention. Even after being connected to services, they may return for further assistance when underlying issues remain unresolved.
- **Systemic Barriers:** Navigating the complex social service system can be difficult for vulnerable individuals, leading to recurring contact with police and continued reliance on the CNU.

These issues are compounded by broader service gaps within the community:

- **Housing:** Delta has limited emergency shelters which are only open during extreme weather events, forcing unhoused individuals to seek services in neighboring cities, which creates further obstacles.
- **Mental Health Services:** Delta has limited capacity for mental health services, which may not have immediate availability or the capacity to intake individuals. Additionally, there are no treatment facilities, requiring individuals to access resources outside of Delta.
- **Outreach Support:** The limited availability of outreach programs is insufficient to meet the growing needs of the community.

### Recommendation

As per a previous action item of the Board from the June 2024 meeting, staff will draft a letter to the Province, informed by the findings of this follow-up report. The letter will highlight the identified service gaps and advocate for the enhancement of resources within the community, including emergency shelters, mental health services, and expanded outreach programs.

While there are no overnight solutions, this represents an important step in addressing the long-term needs of vulnerable individuals in Delta and the complexities within the human services system.

### STRATEGIC ALIGNMENT: CSWP

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*Priority:* Support for mental health and vulnerable individuals.

### CONCLUSION

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CNU has made a significant impact in its first year by assisting vulnerable community members, reducing the burden on frontline officers, and creating notable efficiencies for the DPD. Despite the challenges of tracking formal outcomes of referrals and service gaps within the community, CNU's work has proven essential in addressing the complex needs of at-risk individuals. With continued advocacy for increased service availability, CNU can further enhance its effectiveness and support long-term solutions for our community's vulnerable populations.